

Method of Transmission: BY FACSIMILE

CASE DOCKET NO. P3253C1

In reference to application of Yuri Shtivelman et al.

Serial No. 09/903,022

For Apparatus and Methods Enhancing Call Routing to and Within Call Centers

Sir:

Transmited herewith is and an amendment in the above-identified application, under 37 C.F.R. 1.312.

No additional fee is required.
 Applicant claims Small entity status under 37 CFR 1.27.
 The fee has been calculated as shown below.

**** CLAIMS AS AMENDED ****							
(1)	(2) Claims Remaining After Amendment	(3)	(4) Highest No. Paid For Previously	(5) Present Extra	(6) Rate Small Entity	(7) Rate Large Entity	(8) Additional Fee
Total Claims	8	Minus	** 20	0	\$ 9	\$ 18	\$ 0.00
Indep Claims	2	Minus	*** 3	0	\$ 42	\$ 84	\$ 0.00
<input type="checkbox"/> First presentation of a multiple dependent claim				\$ 0	\$ 0	\$ 0	\$ 0.00
<input type="checkbox"/> Terminal Disclaimer Fees							\$ 0.00
Extension Fee	<input type="checkbox"/> 1st Month	<input type="checkbox"/> 2nd Month	<input type="checkbox"/> 3rd Month				\$ 0.00
Total additional for claims, time extensions and disclaimer fees							\$ 0.00

** If the "highest Number Previously Paid For" in this space is less than 20, write "20" in this space.

*** If the "highest Number Previously Paid For" in this space is less than 3, write "3" in this space.

**** Multiple dependencies, if any, included in the above calculation.

* If the entry in column 2 is less than the entry in column 4, write "0" in column 5.

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Respectfully Submitted,

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3/A

RS

10-27-03

PTO/SB/97 (12-97)

Approved for use through 9/30/00. OMB 0651-0031

Patent and Trademark Office, U.S. DEPARTMENT OF COMMERCE

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In re: Yuri Shtivelman et al.
 Case: P3253C1 Application No.: 09/903,022 Filing date: 07/10/2001
 Art Unit: 2665 Examiner: Steven H.D. Nguyen
 Subject: Apparatus and Methods Enhancing Call Routing to and Within Call Centers

Certificate of Transmission under 37 CFR 1.8

Attention: Steven H.D. Nguyen, Examiner
 Fax No.: (703) 872-9314

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1. Preliminary Amendment - 4 sheets
2. Amendment Transmittal Form - 1 sheet
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4. Certificate of Transmission - 1 sheet

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
Art Unit 2665
Examiner Steven H.D. Nguyen

In Re: Yuri Shtivelman et al.
Case: P3253C1
Serial No.: 09/903,022
Filed: 07/10/2001
Subject: Apparatus and Methods Enhancing Call Routing to and Within
Call Centers

To the Commissioner of Patents and Trademarks
Washington, D.C. 20231

Dear Sir,

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Preliminary Amendment